

## How Property Managers and Services Coordinators Implement Mutual Goals

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### Objectives



- Property Management Roles
- Resident Services Roles
- How Services Are Delivered
- Goals of Property Management
- Goals of Resident Services
- Mutual Goal Implementation
- Scenarios
- Questions and Answers



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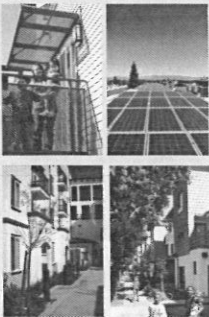
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### Abode Communities



At Abode Communities  
our mission is to open new  
doors in people's lives  
through creative and  
responsible design,  
development and operation  
of service-enhanced  
affordable housing.

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### Abode Communities

Established in 1968, Abode Communities has found success through the strength of our fully integrated, multidisciplinary approach.

Every project receives the benefit of the experience and cooperation of our core groups: **Development, Architecture, Housing Services and Resident Services.**



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### Abode Communities



Our specific strength is building **sustainable**, multi-family affordable housing to address the needs of Southern California's large workforce, low-income families, seniors and individuals with special needs.

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### Abode Communities

Currently, we own **34 properties or 2,185 units** throughout the region that are **home to more than 6,155 residents** and have invested nearly **\$300 million** in real estate development in low income neighborhoods.



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## Abode Communities



**Beyond Homes** is the resident services program which currently operates at **13 Family Properties**  
• **3 Senior Developments**  
and **1(SRO) Single Resident Occupancy**  
Serving **2,145 Residents** per year

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## Property Management Roles

- Interview Applicants
- Perform Initial Certifications
- Provide Excellent Customer Service Skills
- Enforce Community Rules
- Process Maintenance Service Request
- Respond to Resident Concerns
- Perform Rent Collection
- Possess Knowledge of our Housing Programs



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## Resident Services Roles

- Provide linkages, referrals and resources
- Create communities where children and youth are safe, secure and supported in their environment
- Help adults to develop into confident, educated, contributing members of society
- Encourage participation and leadership in the local community to effect change
- Resident Services are need driven



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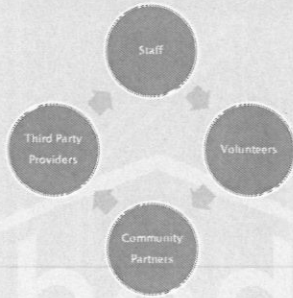
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## How Are Services Delivered



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## What Are The Goals?

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## Goals of Property Management

- Ensure the financial viability of the project
- Ensure the viability of the physical property
- Create a safe community
- Provide affordable housing



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## Goals of Resident Services

- Help residents maintain the obligation of tenancy
- Increase resident skills
- Maximize the independent functioning of each residence
- Provide advocacy




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## How To Implement Mutual Goals

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## Mutual Goals

Mutual Goals	Property Management	Resident Services
Interviewing and Resident Selection	Focus on ability to pay rent and related background information during management interview	Focus on service history and current needs during service intake
Orientation of Incoming Tenants	Orient residents about building maintenance issues and repair procedure, emergency procedures, resident meetings, lease agreement and house rules, re-certification process, annual or bi-annual inspections of units	Help residents around moving in, getting acquainted with the neighborhood, the building routine, location of the laundry room, community center, neighborhood resources, staff locations and responsibilities and on-site programs

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Mutual Goals		
Mutual Goals	Property Management	Resident Services
Rent Payments and Arrears	Responsible for the collection of rent and providing receipts, notifying residents when rent is late; arranging for payment plans if applicable	Provide residents with rental assistance information, budgeting classes and other resources
Dealing with Nuisance and Disruptive Behaviors	Providing proper written or verbal warnings about violations, performing daily property walks and getting to know residents and their schedules, meeting with residents to address concerns, maintain daily and on-going communication with maintenance staff, resident services and security teams, provide resident services, copies of notices given to residents	Helping residents to be in compliance regarding nuisances or disruptive behaviors by recommending workshops and counseling; assisting property management in meetings w/ residents to find resources; maintain ongoing communication with property management

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Mutual Goals		
Mutual Goals	Property Management	Resident Services
Procedures in Crisis Intervention	If appropriate and applicable call 911; follow the procedures your company has designed to report incidents and emergencies	If appropriate and applicable call 911, follow the procedures your company has designed to report incidents and emergencies, meet with resident to assess needs and make referrals as needed
Resident Meetings	Manager is responsible for facilitating monthly resident meetings, preparing an agenda in conjunction with other team members, encouraging the residents to participate, be willing to hear their concerns and ideas	Invite guest speakers, hold workshops, post flyers in the community to advertise meetings; attend resident meetings and provide vital information about the community

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Mutual Goals		
Mutual Goals	Property Management	Resident Services
Team Meetings External and Internal	To arrange and hold consistent weekly, bi-weekly or monthly team meetings, to prepare the team meeting worksheet in conjunction with other team members, to distribute team meeting worksheets to supervisors	To contribute information regarding the resident services programming, activities, workshops and events, to facilitate meetings involving outside or third party providers
Resident Grievance Procedures	To arrange a meeting for all residents to review and sign Resident Grievance Procedure; this copy will be placed in the resident file, blank copies will be made available to all residents just like work orders	To assist the resident by providing the location of where forms can be obtained

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### Mutual Goals

Mutual Goals	Property Management	Resident Services
Marketing	To provide professional and courteous customer service to any potential applicant or visitor to the property; to sell your property and the units to potential customers; to speak well of the facilities and maintenance; to highlight all amenities and the services provided on the property such as child care, computer access and job assistance	To provide professional and courteous customer service to any potential applicant or visitor to the property; to sell your property and the units to potential customers; to speak well of the facilities and maintenance; to highlight the services provided on the property such as childcare, computer and resident meetings
Community Building	Both property management and resident services along with the residents should contribute to building the community. Staff should be aware of the trends in the community and plan strategies for positively influencing the culture	

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### Mutual Goals

Mutual Goals	Property Management	Resident Services
Resources/Referrals/ Case Management Services	To make a referral to the on-site service coordinator; to encourage the resident to use the community resource book for locating services; to contribute information and articles to the monthly newsletter  Rainbow Resource Directory <a href="http://www.resourcedirectory.com">www.resourcedirectory.com</a>	To provide connections to available community resources for residents; make referrals to mental health, food banks, job placement; arrange for on-going programs and services for the residents; publish monthly newsletters regarding the property events; meet with families at least once per year

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### LEED Platinum Casa Dominguez Apartments




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### Resident Scenarios

A resident services staff visits a resident in their unit. This resident has been difficult to engage and the resident services staff is pleased to be invited in.

The resident services staff finds the unit piled with stuff leaving only a narrow path to the bed.

The resident tells the staff that she is working on a project that will make her very rich and asks the staff not to tell the property manager about all the stuff in the unit.

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### Resident Scenarios

A frail elderly man is beginning to deteriorate in body and mind. He has been screaming at night.

Resident Services has been working with his doctors to adjust his medications and his behavior does not warrant hospitalization.

His neighbors are complaining and they are angry at both the property manager and the resident services staff for not doing anything about their complaints.

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### Resident Scenarios

A resident has been the source of numerous complaints from his neighbors, mostly for noise. He is behind on his rent. The resident services staff has offered to work with him but he refuses all assistance.

The resident receives a three notice to pay rent or quit and he goes in to talk to the property manager. He states that he got mugged and missed his entitlement appointment, which is why he is behind on his rent.

He tells the manager that he wants to pay his rent and remain a resident but he just has bad luck. He says he tried discussing these things with resident service staff, but they are not helpful.

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Contact Information

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Abode Communities

Thank you

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